

In the specification:

**Please revise the specification at page 4, lines 3-13 as follows:**

The service center 30 contains an estimator 31, which represents a computerized process that receives the data from the module 40, either in the form of recorded data or computed delta velocity, and utilizes this data along with the vehicle type information to determine an estimated damage value. The determination may be in the form of a database 32 look up in which the inputs are delta velocity and vehicle model and the output is an estimated damage. The estimated damage represents a range of actual damage values consistent with the data recorded by module 40. Additional database inputs may be utilized if the system designer desires. And, if direction is [[us]] utilized with the delta velocity magnitude, an estimated list of parts needing replacement can also be generated.

**Please revise the specification at page 5, lines 1-10 as follows:**

It is understood that the insurance service management subsystem 37, decision process 36 and decision processor 35 include computerized claim processing systems of a type known to those skilled in the art. The systems are modified according to this invention to include the ability to receive the damage estimate report 34 and incorporate that information into the corresponding customer records in the customer records database. In addition, automated decision processes and workflow management systems are modified to incorporate the decision processor 35 and resultant action 38. Such modifications are well [[with]] within the scope of one skilled in the art in view of the teachings herein.